

**Department of Environmental Protection
Montgomery County, Maryland**

DIVISION OF SOLID WASTE SERVICES



Ron Gilbert conducts recycling outreach with a Unity Disposal & Recycling Driver on May 9th at the Silver Spring Nursery School.

***MONTHLY REPORT
MAY 2009***



Printed on Recycled and Recyclable Paper

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OVERVIEW

Tonnage at a Glance

The following table shows key material flows during the current month, fiscal year to date (FY Total), and the current calendar month in the two prior fiscal years. (County Fiscal Year 2009 began July 1, 2008.)

FACILITY	May FY09	FY09 Total	May FY08	May FY07
Materials Recovery Facility ⁽¹⁾	6,508 tons	75,682 tons	7,704 tons	8,482 tons
Brunswick Landfill Facility ⁽²⁾	12,312 tons	176,286 tons	21,843 tons	26,248 tons
Resource Recovery Facility ⁽³⁾	41,852 tons	484,574 tons	54,042 tons	48,800 tons
Yard Trim Compost Facility	5,268 tons	61,188 tons	5,880 tons	8,150 tons

(1) MRF tons reported as outgoing.

(2) Refers to waste sent to the landfill for disposal (ash residue and nonprocessable waste). It does not include rubble and bulk natural wood waste that is recycled.

(3) RRF tonnage refers to tons burned (processed). Waste shipped from the Transfer Station but not burned is in the pit and is not included in the tonnage presented here. These tonnages are preliminary, with adjustments made in the September and December monthly reports.

During May, program staff:

- Researched properties and entered billing changes into the database;
- Continued work on the Equity Enhancement Study for Task Order #25;
- Prepared monthly house counts for collection contractors;
- Processed vacancy refunds payable in May;
- Updated Access™ databases and Excel™ spreadsheets for monthly Refuse and Recycling Collection contractor reports;
- Continued routine research and correction of solid waste fee abnormalities as they emerge in the property tax database;
- Generated Hauler/Collector Credit Account invoices for May 2009 totaling \$1,244,137.92 (a decrease of \$348,793.51 below May 2008);
- Updated the Aging Report (30-day arrearage was \$10,817.79 as of June 9, 2009);
- Reconciled May 2009 tons to monies posted in FAMIS, as well as to the total dollars charged in Paradigm;
- Completed the CY08 Mass Balance (County-Wide Materials Flow Analysis);
- Continued to update and verify information in the Division of Solid Waste Services' (DSWS) Fixed Asset Database;
- Assist with ongoing implementation of the License Database system;
- Consulting Engineer performed inspection on the Solid Waste facilities; and
- Began year-end training and fiscal process.

CITIZEN COMMITTEES

Dickerson Area Facilities Implementation Group (DAFIG) – The next meeting will be held on Tuesday, June 9, 2009, at the Gothic Barn in Dickerson.

Solid Waste Advisory Committee (SWAC) – The regular monthly meeting for SWAC was held on Saturday, May 9, 2009 at the Resource Recovery Facility's conference room in Dickerson, MD. The topic was the Resource Recovery and Composting Facilities. There were eleven SWAC members and three County staff present. The next monthly meeting is scheduled on Tuesday, June 2, 2009 at the Executive Office Building Lobby Level Auditorium.

COLLECTIONS

News:

In May we received RFP's for the collection contracts for Areas 2 and 5. An award for each area will be announced in June.

Resident Missed Collection Complaints:

May 2009	110
May 2008	147
Difference	-37

Call Center:

Calls received	6,705
E-mails received	1,496
Voicemails received	163
Bulk trash requests	1,702
Scrap metal requests	1,937
Blue bin requests	1,138
Blue cart requests	296

Public Outreach:

- **Survey Cards:**

The Public Service Workers distributed 1,168 survey cards in March and received 7.2 percent of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	84%	14%	0%	1%	1%
County Staff	71%	28%	1%	0%	0%
Recycling Crews	63%	28%	5%	3%	1%

The Call Center mailed out 303 survey cards in May and received 7.9 percent of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	71%	29%	0%	0%	0%
County Staff	74%	26%	0%	0%	0%
Recycling Crews	46%	46%	0%	8%	0%

- **Comments from Survey Cards:**

"I love our recycling teams. They are always on time and very friendly"

"Collection people are great! They are courteous and have helped me carry stuff to the curb when I hurt my back."

"A tough job done well by men who move right along."

"Thank you to the employee (Mr. Buhl) who delivered our new recycling bin and was considerate enough to walk it to the top of our driveway."

"I am very pleased with the help and courtesy I receive from your staff when I have questions about your services."

"All your service is very good. Thank you very much."

"I am so glad that you now accept plastic tubs. It's a big leap. Thanks for the good work."

"The website is outstanding—providing all relevant information in a readily accessible manner. Congratulations on a job well done."

"I dislike my container getting returned to a different place than picked up."

"Contractor continually throws small glass recycling bin and it lands on driveway or flowerbed crushing plants."

"The big blue paper recycling containers were 'too blue' and too big. Very impractical. Next time think!!!!"

"Nearly every week we have to pick up trash from the street or our yard that was scattered and left by the trash pick-up men."

"We need a way to recycle plastic bags."

"I have read the 'Recycling Guidelines' and the 'Recycling Made Easy' leaflet and I am confused as to whether yogurt containers and margarine containers can be put in the blue bin. (I eat a lot of yogurt!)"

"Easier way to dispose of energy efficient light bulbs would be helpful. Your information is available in many formats and easily accessible! Thanks."

- **Website Survey:**

During the month of May, 11 residents responded to our website survey. The following details residents' satisfaction with our recycling programs, county staff, and collection crews:

	<u>Excellent</u>	<u>Good</u>	<u>Average</u>	<u>Fair</u>	<u>Poor</u>
<u>Recycling Programs</u>	46%	45%	9%	0%	0%
<u>County Staff</u>	50%	25%	0%	25%	0%
<u>Recycling Crews</u>	27%	55%	9%	9%	0%

- **Comments from Website Surveys:**

"Good value for my tax dollars. Pick up contractors do a great job on my route. Wish the county liquor authority worked half as well as the solid waste division."

"Please have the crews not leave lids on street side vegetation."

"Wish they would not throw the containers into the street."

"Allow curbside plastic bag recycling! People can just put their bags in a bag, and once it gets full they tie it closed and put it in the blue bin. The sorting people and/or machine can easily pull them out."

"It is hard to know what products can be recycled now that more items are allowed. I have replaced an image drum from my laser printer and would like to know how I should dispose of it."

"I think small amounts of scrap metal should be picked up curbside. Thanks for listening!"

Enforcement Actions (Collections only):

No Citations or Notices of Violation were issued in the month of May.

Web Site:

The following is information gathered from the Montgomery County Solid Waste web site in May 2009:

Solid Waste Services Website

Unique Visitors	46,401
Page Loads	137,880

Email List Memberships

Topic	Members	New subscribers this month
Holiday Reminder	12,953	98
HHW Announcements	3,910	81
Newsletter Helper	1,976	80
Facility Updates	1,366	59
Electronics Recycling	1,114	92
GoGreen	305	71
Total Subscriptions	21,624	481

Live Chats

Live and email follow-ups	75
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Most Popular Web Pages

1. How to recycle/dispose of...
2. Transfer Station
3. Holidays
4. Bulk Trash
5. Household Hazardous Waste
6. Scrap Metal Recycling
7. Recycling Center
8. Plastics Recycling
9. Curbside Recycling
10. Recycling Collection Services

WASTE MINIMIZATION

Product Recycled	Approximate weight recycled in May 2009 (tons)
Computers	50 tons
TVs	95 tons
Propane Tanks	0 ton
Textiles	13 tons
Construction Materials (Don't Dump – Donate)	4 tons
Vehicle Batteries	16 tons
Rechargeable Batteries	0 ton

HAZARDOUS WASTE PROGRAMS

Household Hazardous Waste (HHW) Collection – 6,414 patrons dropped off household hazardous wastes, and contractor personnel solidified 75 cubic yards of paint this month.

Small Quantity Generator/ECOWISE Program – There were 20 ECOWISE participants this month.

WASTE REDUCTION

Bicycle Recycling – “Bikes for the World” removed 1.81 ton of bikes this month for restoration and shipment to countries worldwide.

Paint Reduction – The HHW Free Paint Program gave away 700 gallons of paint to 25 patrons this month, with 150 gallons of paint to Honduras.

NEW ‘GOGREEN’ Website – The new *GoGreen* website, (www.montgomerycountymd.gov/GOGREEN) will be a one stop site for all environmental programs and information for residents and businesses. In May, the site recorded 364 hits!

Straight Vegetable Oil (SVO) Recycling – The Transfer Station has a vendor that accepts Waste Vegetable Oil (WVO) for the sole purpose of bio-diesel production; 3.26 tons of SVO was shipped out for processing into biodiesel in <http://www.montgomerycountymd.gov/veggieoil>.

AIR PERMITS AND ENVIRONMENTAL PROGRAMS

Resource Recovery Facility (RRF): CEMS Tracking of RRF Emissions – The CEMS reported no instances of stack gas emissions exceeding permitted concentration limits during the month of May.

Oaks Landfill Air Emissions and Energy Recovery – SCS Engineers, Inc. continues to conduct monthly gas sampling and analysis at the Oaks Landfill under an engineering services contract. Methane concentrations were sampled eight times averaging 46.6 percent by volume. Those samples were taken at both the blower inlet and flare inlet as follows: once on May 12; twice on May 22, each about three hours apart; and once on May 26. Gas flow rates, measured at the flare inlet once on each of those days, averaged 925 scfm.

TES Contract (Weather Station) – All of the instrumentation worked normally in May. Data recovery for all parameters was 100 percent for the month. The total rainfall for the month was 6.23 inches.

WASTE REDUCTION AND RECYCLING

Public Education and Outreach – Work continues on revising existing educational materials. A series of recycling print ads to serve as a reminder to residents about what can be recycled both at the curbside as well as at Solid Waste Transfer Station/Recycling Center will continue to run through June in the Gazette and in several Spanish publications. Work began on the summer issue of the Civic Loop newsletter and is expected to be mailed to business, community, and civic groups by the end of June. The Division celebrated Recycling Awareness Week from May 18 through May 22. Activities during the week included: the Magic of Recycling Show presented at eleven MCPS elementary schools and one private school; the school recycling poster contest awards recognition ceremony in which 28 MCPS students were recognized for their creative artwork, and the annual Recycling Awards Recognition Ceremony in which 50 businesses and employees, 20 multi-family properties and individuals, and 8 Recycling Program Volunteers were recognized for their contributions to the County's recycling program. In total, nearly 2,700 people participated in Recycling Awareness Week activities conducted by DSWs.

On-Site Composting and Waste Reduction Activities – In May, a total of 684 compost bins were distributed to encourage residents to compost their leaves and grass clippings on-site. Staff continues to work closely with businesses in the County to develop additional compost bin pick-up locations, especially those with weekend hours. An educational self-mailer on grasscycling was mailed to all single-family households during the last week in April and first week in May. This educational item provides information on grasscycling to encourage residents to grasscycle by leaving their grass clippings on their lawn after they mow.

Recycling Investigations Unit – Since the unit was established, 21,121 site visits and 2,761 formal investigations have been conducted. In May, 41 NOVs were issued for infringements against the recycling regulations and Chapter 48. Five (5) citations were issued to businesses for failure to recycle required materials.

Commercial Recycling and Waste Reduction – The SORRT Program conducted 712 on-site visits of businesses in May. Staff resolved five complaints, participated in 24 events reaching 3,882 people and responded to 66 requests for information ranging from educational materials to presentations for property managers, tenants, and employees. Work continues on field verifying Calendar Year 2008 Annual Business Recycling and Waste Reduction Reports to ensure the information submitted on the reports is accurate. The fourth issue of the quarterly SORRT Network Newsletter will be mailed by the end of June. Work continues on completing several other task orders including updating reprints of educational materials, developing a brochure on setting up recycling programs at special events, and conducting waste audits of five businesses.

Multi-Family Recycling and Waste Reduction – The TRRAC Program conducted 247 on-site visits to multi-family properties in May to monitor the status and progress of their recycling programs. Staff participated in 10 multi-family property educational events reaching 363 people. Staff also responded to 29 requests for information, resolved four

resident concerns, and distributed 258 multi-family recycling bins. Staff continues to field verify the Multi-Family Annual Recycling and Waste Reduction Reports covering Calendar Year 2008 to ensure the information submitted on the reports is accurate. Work continued on a video to educate multi-family residents on recycling, waste reduction, and buying products made with recycled content. In addition, work continues on the Spring edition of the multi-family recycling newsletter; a telephone survey of multi-family property residents; revising and reprinting of educational materials; development of a recycling brochure for Spanish-speaking residents; development of posters for multi-family recycling collection areas to educate residents on how to recycle commingled materials, mixed paper, and scrap metal; and a multi-family children's recycling activity booklet.

Mixed Paper Recycling – Existing educational materials were distributed to residents at several events. Larger quantities of materials were also provided to homeowner associations and civic groups for their use and distribution.

Volunteer Activities – Eleven volunteers provided almost 39 hours of their time to support recycling activities in May. Two volunteer recycling block captains contributed two-and-a-half hours of time disseminating information about recycling, grasscycling and composting to neighbors in Bethesda and Rockville; eight volunteers contributed thirty-two hours of time at four outreach events; and one volunteer contributed four hours of office assistance. The Recycling Volunteer Program recruited two new volunteers and nine prospective volunteers in May. The spring issue of the Recycleletter was mailed to 243 active volunteers.

PILOT PROGRAMS

Cooperative Collection/Alternative Collection – The SORRT Program continues to monitor the Cooperative Collection Projects in Silver Spring to ensure that the participants are recycling properly. No major issues arose during May.

FACILITY ACTIVITIES

Resource Recovery Facility (RRF) – The RRF processed a total of 41,852 tons, or 1,350 tons per day. Trash deliveries averaged 10,843 tons per week. On May 12 Unit #3 was removed from service for cleaning. On May 13 both Units #1 and #2 and the turbine generator were removed from service for the scheduled cold iron outage. Unit #1 was cleaned as part of its spring outage. Approximately 2,400 tiles were replaced in the furnace along with 19 finishing super heater roof tubes in the boiler. The T2 bearing of the turbine was removed and sent out for repairs. It was re-installed along with new oil seals. Unit #2 was returned to service on May 18, followed shortly by the turbine generator. Unit #3 was returned to service on May 19. During the plant's scheduled cold iron outage, both the main and bypass condensers were cleaned and inspected by eddy current examination with only normal wear reported. The deaerator was opened and inspected by mag particle testing with no deficiencies noted. The slurry tank, demineralized water tank, and cooling tower basin, as well as several smaller service tanks

were also emptied, cleaned and inspected. On May 22, Unit #1 was placed in standby before returning to service on May 26 in an effort to conserve waste.

There were no OSHA recordable incidents this month.

There were no generation emergencies issued by PJM during this month. The plant purchased 382.7 MWh of electricity during the cold iron outage.

The following environmental activities occurred:

- Submitted the April 2009 Water Supply Monthly Operating Report to MDE.
- Olukayode Abiodun of MDE visited the facility on May 8 as part of his efforts to develop a draft NPDES renewal permit.
- Submitted the 2nd quarter 2009 Bacteriological Monitoring Report to MDE
- Submitted reports to MDE on the spill and cleanup incidents that occurred on May 1 and May 4.

Materials Recovery Facility (MRF) – Approximately 1,612 tons of commingled material were shipped out and approximately 4,896 tons of mixed paper were loaded out and transferred to the Office Paper Systems, Inc. processing facility in May 2009. Attended the May haulers' meetings to discuss recurring safety issues at the tip floor. Received bids for the repair work on the tip floor and for replacing the asphalt near the glass storage bunkers with concrete. Continued repairs started in April to lower all valve boxes and storm drains in road ways so truck won't hook and damage the installations. Performed concrete curb patching at several locations. Replaced the caulking along the building's front. Had the carpeting in the Information Center and in the offices professionally cleaned.

Oaks Landfill – On behalf of the Northeast Maryland Waste Disposal Authority (NMWDA) and the Division of Solid Waste Services (DSWS), SCS Engineers, Inc. (SCS) is proceeding with the Landfill Gas-to-Energy (LFGE) Projects. Current construction activities include: final equipment and Pepco electrical wiring installation on-site, further commissioning of the engines and other related equipment work. This project is still awaiting the installation of connectivity wiring from Verizon and Comcast and associated equipment installation at the Verizon Central Office and Pepco Substation.

Gude Landfill – On behalf of NMWDA and DSWS, SCS is proceeding with the LFGE Project. Current construction activities include: pouring of the concrete pads, setting of equipment, enclosed flare integration, equipment and Pepco electrical wiring installation on-site, and power pole installation. This project is still awaiting the installation of connectivity wiring from Verizon and Comcast and associated equipment installation at the Verizon Central Office and Pepco Substation.

The Yard Trim Processing Facility Project and all related activities have been placed on hold until it can be potentially incorporated into the Gude Landfill Remediation Plan.

DSWS continues to provide information to the Community and MDE regarding on-going and future proposed activities at the Landfill. To date, documentation regarding the following items were submitted to MDE and the Community:

- Stormwater Discharge at Outfall 006.
- Leachate Seep Repair and Stormwater Management Repairs.
- Landfill Gas Monitoring Plan and Amendments No. 1 and 2 to the Plan following MDE comments. The Plan was approved by MDE on April 22, 2009.
- Groundwater and Surface Water Monitoring Plan was approved by MDE on May 11, 2009.
- The Remediation Approach was approved by MDE on May 27, 2009.

Solid Waste Transfer Station – Covanta shipped 46,192 tons of processible waste via rail from the Transfer Station to the RRF; 9,785 tons less than shipped in May 2008.

The inbound radiation detectors had 24 alarms – 4 false alarms (alarms that could not be re-verified) 5 alarms involved a driver or passenger who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation, and 15 alarms by vehicles that were identified as containing low levels of medical isotopes with short half-lives in trash.

The Public Unloading Facility radiation detectors had 2 alarms. Both alarms involved drivers or passengers who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation.

Transfer Station Enforcement – Under Chapter 48 of the Montgomery County Code, a total of 46 enforcement actions were taken during the reporting period. The enforcement composition breakdown includes: 34 citations, 6 NOVs, and no verbal warnings issued for expired or outdated collectors' tags; 1 citation was issued for unlicensed hauler or collector; 2 citations, 2 NOVs, and no verbal warnings were issued for cardboard mixed with waste for disposal; 1 citation was issued for unsafe or leaking container; no citations issued for illegal dumping of solid waste; no NOVs were issued for operating a collection vehicle without a tight-fitting cover; and no citations or NOVs were issued for transporting solid waste into the County from areas outside of the County without first obtaining a valid permit from the County.

Site 2 Landfill Properties – Repairs continue on the barn on the Draper Farm. Design work continues on the Site 2 ponds. A report of charges from DGS (Department of General Services) was received for the month of April. The Division met with Park and Planning to discuss deer management.

Yard Trim Compost Facility – The facility received 5,268 tons of material for composting. This compares with 5,880 tons of material received during the same period last year. No material was diverted to back-up composting facilities. There were 3,958 cubic yards of bulk LeafGro™ shipped this month; compared with 5,266 cubic yards for the same period last year. There were 3,499 cubic yards of Linden Farm Humus sold. This compares with 811 cubic yards for the same period last year.

Bagging Operation – 44,700 bags of LeafGro™ were shipped to distributors. This compares with 40,350 bags shipped during the same period last year. (Each bag is 1.5 cubic feet weighing 45 lbs.)

In May, 879 1-cubic foot bags of LeafGro™ were sold. This compares with 0 bags during the same period last year.

In May, 2,250 bags of Compro™ bags were shipped to distributors. This compares with 1,950 bags during the same period last year.

OUT-OF-COUNTY HAUL

Brunswick County, Virginia – Approximately 10,928 tons of ash residue and 1,384 tons of nonprocessable waste were transported to the County's dedicated disposal cell at the Brunswick Waste Management Facility, Inc., Landfill in Brunswick County, Virginia.

Perry Hall Maryland – Approximately 4,658 tons of asphalt, soil, concrete, and brick and block were sent to the Honeygo Run Recycling site in Perry Hall, Maryland, for construction and demolition recycling in the month of May. This recycling site was added due to Republic Waste acquiring Allied Waste which broadens our options in the Out-of-County Contract with Allied Waste, now Republic. This site is beneficial to Montgomery County because it is much closer than Brunswick Landfill, and we are able to recycle more materials of different types. In the past, we used the Recycling Center in Laurel, Maryland, which takes fewer types of construction and demolition materials for recycling. Now we can transport more tonnage per load and additional materials to Honeygo Run and decrease our landfill waste.

GENERAL INFORMATION

Important Telephone Numbers

General information on solid waste	240-777-6400
Customer Service	240-777-6410
Transfer Station	240-777-6560 (County Office) 301-916-3031 (Covanta) 301-330-2840 (MES)
Materials Recovery Facility	240-777-6591 (County Office) 301-417-1433 (MES)
Resource Recovery Facility	240-777-6494 (County Office) 301-916-3031 (Covanta)
Yard Trim Compost Facility	301-428-8185 (MES)
Internet for DSWS	www.montgomerycountymd.gov/solidwaste www.montgomerycountymd.gov/recycling www.montgomerycountymd.gov/hazardouswaste www.montgomerycountymd.gov/useitagain www.montgomerycountymd.gov/yardtrim www.montgomerycountymd.gov/veggieoil www.montgomerycountymd.gov/GOGREEN

Note: All comments, questions, and suggestions on the contents of this report should be addressed to:

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SOLID WASTE FACTS IN A NUTSHELL

TOPIC OR FACILITY	
Latest Tonnage of Materials Recycled in a Fiscal Year in Montgomery County	553,501 (FY08)
Latest Recycling Rate Reported in Montgomery County	44.3% (FY08)
Recycling Goal	50% by December 2010
Resource Recovery Facility (RRF)	Permitted Capacity = 657,000 tons per calendar year (based on 5,500 BTU/lb waste)
Yard Trim Compost Facility	<p>Under the Sugarloaf Settlement Agreement, operations are limited to the receipt of 77,000 tons per fiscal year.</p> <p>In FY08, 74,040 tons of yard trim were received at the Dickerson Facility.</p>
# Residences receiving trash collection by County contractors	90,332
# Residences receiving collection of recyclables in blue bins and yard trim collection	209,948
Term of out-of-county waste transportation and disposal contract with Brunswick Waste Management Facility, Inc.	June 19, 1997 through June 30, 2012 with an option for a five-year renewal. (Service started October 20, 1997.)

GLOSSARY OF ACRONYMS

BTU	British Thermal Unit
CEMS	Continuous Emissions Monitoring System
DAFIG	Dickerson Area Facilities Implementation Group
DEP	Department of Environmental Protection
DSWS	Division of Solid Waste Services
DGS	Department of General Services
FY	Fiscal Year
HHW	Household Hazardous Waste
LFGE	Landfill Gas to Energy
MCPS	Montgomery County Public Schools
MDE	Maryland Department of Environment
MES	Maryland Environmental Services
MRF	Materials Recovery Facility
NMWDA	Northeast Maryland Waste Disposal Authority
NOV	Notice of Violation
NPDES	National Pollution Discharge Elimination System
OMB	Office of Management and Budget
OSHA	Occupational Safety & Health Administration
PJM	Pennsylvania-New-Jersey-Maryland
RFP	Request for Proposal
RRF	Resource Recovery Facility
SCFM	Standard cubic feet per minute
SCS	SCS Engineers, Inc.
SORRT	Smart Organizations Reduce and Recycle Tons
SWAC	Solid Waste Advisory Committee
SVO	Straight Vegetable Oil
TRRAC	Think Reduce and Recycle at Apartments and Condominiums
WVO	Waste Vegetable Oil